

Name: (last, first, middle initial)

Agency:

Address:

Telephone Number:

Email Address:

I. Title of Book (Note: Book must be from approved ASCP Reading List)

II. Author

III. Please summarize major points in the book. (This should be a BRIEF NARRATIVE OVERVIEW)

IV. Please indicate how you can apply information/principles from this book to your work setting.

Signature	Date:
Committee Approval	Date:

Mailing Address:
Mississippi State Personnel Board
Attn: Jennifer Jasper
Director of Support Staff Programs
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Jackson, MS 39201
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Jennifer.Jasper@mspb.ms.gov

**Required Reading List
Administrative Support Certification Program
Level III**

Attitude is Everything– Keith Harrell

Beyond Hello: A Practical Guide for Excellent Telephone Communication and Quality Customer Service – Jeannie Davis and Pat Landaker

Building a Partnership with Your Boss: A Take Charge Assistant Book - Jerry Wisinski

Communication Miracles at Work: Effective Tools for Getting the Most from Your Work Relationship – Matthew Gilbert

Dealing With Difficult People: 24 Lessons for Bringing out the Best in Everyone – Rick Brinkman and Rick Kirschner

Eat That Frog: 21 Great Ways to Stop Procrastinating and Get More Done in Less Time– Brian Tracy

Effective Communication Skills – Marsha Ludden

Empowering Yourself: The Organizational Game Revealed- Harvey Coleman

Great Customer Service on the Telephone – Kristin Anderson

Less: Accomplishing More by Doing Less– Marc Lesser

Life Matters – Creating a Dynamic Balance of Work, Family, Time and Money – A. Roger Merrill and Rebecca R. Merrill

Managing Multiple Bosses: How to Juggle Priorities, Personalities & Projects and Make it look Easy – Pat Nickerson

The New Executive Assistant: Advice for Succeeding in your Career – Melba J. Duncan

The “No” Complaining Rule: Positive Ways to Deal with Negativity at Work– Jon Gordon

The Valuable Office Professional – Michelle Burke

Office Feng Shui: Creating Harmony in Your Workspace – Darrin Zeer

Organize Your Office: Simple Routines for Managing your Workspace - Ronni Eisenberg and Kate Kelly

The Power of Positive Thinking – Norman Vincent Peale